Notes on "**2011 Comprehensive Monitoring**" Webinar Slides

The following notes correspond to the Powerpoint slides, contained in a separate document.

Slide # 3:

WHO: CSD Energy Field Representatives
WHAT: Conduct Monitoring of All DOE, DOE ARRA and LIHEAP funded Agencies
WHEN: DOE & DOE ARRA Annual visits; LIHEAP required every other year; however, depending on situations that may arise, the visits CAN be more frequent.
WHERE: On-site at agency location(s)
WHY: CSD is required to conduct on-site monitoring of Contractors to ensure that the Contractors meet the performance goals, administrative standards and financial management requirements of the federally funded contracts.
HOW: In-House monthly or quarterly; on-site annually (at least)

Slide #4:

Conflict Of Interest: When agencies want to provide weatherization services on dwellings where they have ownership or an interest in, they need to do the following:

- Provide an explanation/justification-in writing-to their field rep
- Also, provide a completed copy of the conflict of interest document-this will be available on our website after the webinar
- Your field rep will obtain approvals/denials and provide that information to you in writing.
- ALSO…Your regular Conflict of Interest Policy needs to address your agency's policy for providing wx and utility assistance services to employees, friends and family
- **Diagnostic Testing**:
- DOE ARRA & DOE WAP 100% requirements for Blower Door, CAS, Duct Blaster, Post Inspections. The 100% Post Inspections have always been a requirement of the DOE program; however, we have not enforced them until now. So please keep in mind that these are diagnostic testing requirements of all DOE programs.
- LIHEAP: Still 100% Duct Blaster and CAS requirements; Blower Door is 20% SFD 5% MUD, AND 25% Post Inspections.
- EARS will be updated to include a leveraging line item-which will show the difference in post inspections that were done under DOE vs. those that were billed for a leveraged unit under LIHEAP.

Slide #5:

We look at-Expenditures: Are agencies in line with spending based on the time elapsed on the contract? Are agencies spending Admin, Intake, Outreach, but not serving clients, etc.
Performance: Looking at Diagnostic Tests. Do the numbers match
Performance Goals: Is agency in line with their projected goals for expenditures and dwellings. Has there been any monitoring since the last monthly? If so, are there any outstanding corrective actions?
Reporting: Is the agency submitting their reports by the 5th of the month? Is the agency reporting under the in progress, completed not billed, and assessed only lines in EARS?
CHANGES TO EXPECT…..
Expenditure & Performance: based on revised projections provided by agencies in the Phase 2 Amendment.

EARS Reporting: Please remember to update the "in progress" "completed-not billed" and "assessed only" fields in EARS.
Spending Plans: Applicable only to agencies who are way behind in their spending. These plans will allow the Field Reps to monitor agencies on a weekly or monthly basis to ensure that the agency is in compliance with spending out their funds.
IF THE AGENCY IS OFF WITH ANYTHING LISTED ABOVE, THEY WILL GET A PHONE CALL/EMAIL FROM THEIR FIELD REP FOR FOLLOW UP. It is important that the agencies are responsive to these requests.

Slide #6:

What we look for in a Quarterly Review:

- Any unresolved issues from prior monitoring?
- Any issues with agency's stability (ex. Vacancies, Board Membership (members & holding regular board meetings) whistleblower complaints, etc.)
- Any complaints that require follow up
- Is the agency submitting their reports on-time?
- Any Audit Issues
- Does that agency have a bunch of rejected records that need to be cleared up?
- Are expenditures in line with dwellings weatherized AND duration of contract (ex. If 50% through the contract has agency spent out 50% of their funds) Has agency exceeded capped line items, or maximums for measures installed?
- Do all the demographics match up (Ex. Type of dwellings, primary heating fuel, gross monthly income, and energy burden-should all match in EARS)

CHANGES TO EXPECT…..NEW THINGS WE WILL BE LOOKING AT
Training: Asking about new hires and their training status
Licensing: Looking for a valid and active contractor's license.
Vehicle/Equipment: Was anything purchased during the past quarter and do we have all information required-like-purchase date, price, VIN numbers, source of property-origination, title holder, % of federal funding used (if splitting costs btwn multiple funding sources), Current location of items, condition of items, and Date of disposal/sale of item (if applicable). You should be providing this to your Rep as soon as you make your purchase, if we don't have it-we will follow up.
Expenditures & Performance: Ensure that agencies are in line with their projections from the local plan (LIHEAP) or "Expenditures and Production Goals" worksheet from the DOE contract. If not, expect a phone call for explanation.
Spending Plan: If agencies are not on target with spending or production, you will need to provide a spending plan, so we can monitor monthly on progress.

Slide #7:

Every agency will be visited this year. Our plan is to try and minimize our impact on agencies, so if we CAN combine all contracts into 1 visit, we will; however, there are specific requirements for DOE ARRA, so if it will be too much to try and do all contracts during one visit, then we will have to make 2 trips to your agency this year.
Special Monitoring would consist of following up on issues found during a prior monitoring, whistleblower complaints, lacking in production/or expenditures.

- For whistleblowers-based on nature of complaint, we may need to follow up on site immediately-SO you may not have much time to prepare. Please be understanding & patient with our staff.

- Also, we may need to bring outside CPA's in to assist us on-site

Slide #8:

These are the areas that we will be focusing on during our visit…
Admin: Separation of Duties & conflict of interest, Board Roster/Membership
Subcontractor Oversight: Review Sub agreements to ensure compliance with contract requirements, verify there is adequate oversight of subs (this monitoring plan should be approved by CSD and include field and fiscal monitoring-per contract requirements –Exhibit F D.1)
Fiscal/Performance: Validate claims for reimbursements, obtain and review cost allocation plan, verify billing methodology, review expenditure & production status
Programmatic: Client File review, verify licensing & training, verify procurement process, verify internal controls for inventory, discuss any EARS discrepancies, verify resolution of prior monitoring finds/recommendations-if applicable, discuss any client complaints or audit concerns.
CAAT Reporting: Verify that contractor understands how to calculate jobs created/retained. Verify the information provided from the last CAAT call is accurate.
Buy American: Verify the agency is in compliance with contract requirements if this is triggered. (We would monitor this by looking at the agency's procurement of the materials)
Historic Preservation: Verify that the agency understands this requirement and is complying with contract requirements through client file review
Spending Plans: Follow up on any spending plans that are currently in place.

Slide #9:

CHANGES:
Administration: Record Retention Policies & Procedures-Agency must have a policy for record retention in compliance with contract requirements (3 years) We would monitor to this by looking at your policy and verifying that you have 3 years of files available for review.
Fiscal/Performance: Ensure that the agencies are on-track for expenditures and production-in accordance with contract requirements
Programmatic: Client files and training logs-to ensure that agencies are keeping up with their staff training of new and existing employees. Post Inspections- we will review EARS to check for number of dwellings completed/billed and how many post-inspections have been billed. On-site, we will look for the documentation in each client file to support the post-inspections billed to CSD.
Buy American: As discussed in the prior webinar-this won't affect most of you, as it only applied to public building projects.
Spending Plans: If your agency is behind in spending you will now be required to submit a spending plan. Staff will follow up on this during a monitoring visit.

Slide #10:

Client Files: We have found many agencies w/issues relating to the quality control of their client files. Some have been files with missing documentation, incomplete or incorrect eligibility information, missing or incorrect energy burden calculation, white out, etc.

- We have also been finding separate client files (utility assistance AND weatherization)-which is fine if you keep all documentation in the correct folder. For ex. a weatherization file MUST contain ALL eligibility information-if you only provide the crews with a skeleton file to take into the field, then you must have a process in place to merge that file when it returns to the office and is billed. When we come out to look at files-each file MUST STAND ALONE! This is a contract requirement. (Exhibit F. #15)

- **Training**: ELIGIBILITY: Issues w/files not containing the required documentation to determine eligibility, or other intake issues.
- WX CREWS: The wx crews not being fully trained, or the agencies not being able to prove that their staff is trained.
- Your crews, inspectors, assessors, supervisors, etc. must be trained according to the contract requirements. You need to have proof that your crews are trained so that when we monitor we can see that they have taken the required courses, or are signed up for the next available course.
- **Diagnostic Testing**: Many agencies have not been in compliance with their diagnostic testing requirements
- **Cost Allocation Plans**: Still a moving target. It is expected that agencies have, and are able to explain their methodology for billing admin and support costs to our programs.
- **Subcontractor Oversight Plan**: This is a requirement of the DOE ARRA contract-if you are subcontracting services, you must have a subcontractor oversight plan approved by CSD and in place to oversee your subcontractors.
- **Conflict of Interest**: This policy must address how your agency handles employees, friends, and family receiving wx or utility assistance services.

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<u>Slide #11:</u>

- Agencies had files pdf'd and scanned into their computer system. This was easily accessible and readily available during monitoring visit. Also, agencies had multiple ways of filing that allowed for ease of pulling documentation during a visit (ex. Color coding, filing by program, filing by month billed)
- Documentation in each client file which documents all contact with the clients including: delivery of services, follow-up, reasons for delay, etc.
- Tracking forms to account for weatherization crew time under the DOE ARRA program in 15 minute increments to ensure that they are capturing & billing crew time accurately.
- Cust Satisfaction Survey…Agencies that subcontract out all, or a part, of their weatherization services, followed up with each client after they received the file for billing. The survey listed the services that were performed (for verification) and asked if the client was satisfied with all aspects of the services provided.

<u>Slide #13:</u>

Please contact Deena or Kristen if you have any questions with Field Operations or Staff.
Also, please keep in mind that your 1st line of communication at CSD should be your field rep. If you can't get a hold of your field rep, please contact their manager for assistance.

<u>Slide #14:</u>

Question on Regional Trainings:
Answer: Spoke with Don Williams, Manager of the Help Desk, and was told that they will be doing regional trainings throughout the State between March and May (hopefully). They will notify the agencies in the area to and set them up for training (it will be mandatory that at least 1 person per agency attend this training). Also, if you have space to HOST a training, please contact Don at 916-576-7154 or via email at Dwilliam@csd.ca.gov so that they can get something set up for all areas of the state.